

POSITION DESCRIPTION



Position Title	Patient Services Assistant – Perioperative Services
Position Number	N6170
Department	Support Services
Classification	PS21 Patient Services Assistant Grade 1
Agreement	Victorian Public Health Sector (Health and Allied Services, Managers and Administrative Workers) Single Interest Enterprise Agreement 2021 – 2025
Reports to:	Catering and Environmental Services Coordinator

Position Purpose:

The Patient Services Assistant - Perioperative Services is an integral and valued member of the wider support team. This role delivers services across the areas of; customer service, cleaning, food service and contributes to a clean, safe and comfortable environment for patients, visitors and staff.

Department / Unit Specific Overview

East Grampians Health Services success is underpinned by the work of our support services at both Ararat and Willaura campuses. These include kitchen and food services, cleaning, supply, building and environmental maintenance. Additionally, the EGHS Ararat campus operates and maintains its own café (Café Pyrenees) available to all staff, patients, visitors and the wider community. Each of these program areas are vital to ensuring the safe, efficient and welcoming environment of EGHS.

Our Values



Integrity

We value integrity, honesty and respect in all relationships



Excellence

We value excellence as the appropriate standard for all services and practices



Community

We respect the dignity and rights of our community and acknowledge their beliefs, regardless of their cultural, spiritual or socioeconomic background



Working Together

We value equally all people who make a contribution to EGHS to achieve shared goals



Learning Culture

We strive to continually lead and develop through education, training, mentoring and by teaching others.

Organisational Context

East Grampians Health Service (EGHS) is a rural health service located in Ararat and Willaura in Western Victoria. EGHS is an integral part of a thriving community and is committed to providing quality health and wellbeing services to people of all backgrounds.

Serving a diverse community, EGHS delivers an extensive range of acute, residential, home and community based services. We strive to continually improve our services to best meet the needs of our patients, consumers and the community.



Our Vision

East Grampians Health Service will improve the health, wellbeing and the quality of life for our community.

Our Purpose

To meet people's health needs through leadership, strong partnerships and wise use of resources.

Strategic Actions

See [Strategic Plan 2023 – 2027](#).

Organisational Responsibilities

- Be aware of and work in accordance with EGHS policies and procedures, including:
 - [Victorian Public Sector - Code of Conduct](#)
 - [Confidentiality, Security and Management of Information - SOPP 24.02](#)
 - [Hand Hygiene - SOPP 70.18](#)
 - [Occupational Health and Safety - SOPP 72.09](#)
 - [Person Centred Care - SOPP 60.20](#)
 - [Safety - SOPP 72.13](#)
 - [Performance Development policy - SOPP 35.27](#)
 - [Risk Management - SOPP 74.01](#)
 - [Child Safe – SOPP 57.24](#)
- Be respectful of the needs of patients, consumers, visitors and other staff and maintain a professional approach in all interactions, creating exceptional experiences.
- Be aware of the National Safety and Quality Health Service Standards and all other standards as it relates to your area of work and associated accreditation.
- Undertake other duties as directed that meet relevant standards and recognised practice.
- Agree to provide evidence of a valid employment Working with Children Check and provide the necessary details for East Grampians Health Service to undertake a national Police check. Also provide a National Disability Insurance Scheme (NDIS) worker check or the necessary details (if required).
- Identify and report incidents, potential for error and near misses and supports staff to learn how to improve the knowledge systems and processes to create a safe and supportive environment for staff and patients, consumers and visitors
- Contribute to a positive and supportive learning culture and environment for health professional students and learners at all levels.
- Participate in all mandatory education and orientation sessions as outlined by EGHS.

East Grampians Health Service is an equal opportunity employer and is committed to providing for its employees a work environment which is free of harassment or discrimination.

EGHS reserves the right to modify position descriptions as required. Staff will be consulted when this occurs.



Responsibilities and Major Activities

- Responsible for ensuring a high level of customer service is delivered at all times
- To provide and maintain a high quality standard of cleanliness within East Grampians Health Service, including Theatre areas encompassing CSSD, Operating Theatres, Sterile Stock Room, Day Procedure areas, Recovery and Dialysis
- Ensure that all patients, clients, visitors and staff are treated with respect, dignity and courtesy in an environment that is free from harassment and discrimination
- Maintain a clean, hygienic and safe environment under the Victorian Health facilities cleaning standards
- Participate in the cleaning of clinical areas including cleaning of day chairs and day procedure beds
- Participate in the food service to patients and the removal of meal trays / food after completion
- Assist in other cleaning duties in Theatre / Recovery and Dialysis areas as required
- Ensuring that medical equipment is cleaned and in good condition
- Participate in the cleaning of patient and clinical areas
- Responsible for appropriately documenting activities
- Follow infectious control guidelines
- Perform all delegated duties in a timely and efficient manner

Key Performance Indicators

Key performance measures are how you demonstrate meeting the responsibilities of the position. These measures will be used as a part of the Personal Development Plan (PDP) to be commenced within the first six months of appointment and then reviewed on an annual basis.

- Willingness to participate in ongoing professional development
- Participation in the annual Professional Development Plan
- Timely and efficient response to requests for assistance from EGHS staff

Key Selection Criteria

Essential Criteria:

- Self-reliant, motivated and willingness to respond to situations where a high level of professional autonomy exists whilst keeping within EGHS policies and protocols
- Capacity to work independently and as a member of a multidisciplinary team
- Excellent communication, negotiation, organisational and time management skills
- Able to liaise across the full spectrum of health and welfare services and relate positively to a wide range of people
- Able to demonstrate an understanding of infection control principles including hand hygiene
- Commitment to quality, best practice and environmental safety
- Knowledge of occupational health and safety and hygienic work practices
- Respect patient privacy and confidentiality

Desirable Criteria

- Knowledge and understanding of infection control principles
- Knowledge and understanding of hand hygiene principles



Must comply to having or completion of:

- National Police Check (renewed every 3 years)
- Working with Children Check (renewed every 5 years)
- NDIS Worker Screening Check (renewed every 5 years)
- Immunisation requirements (annually)

Acknowledgement

Employee Name	
Employee Signature	Date
Manager Name	
Manager Signature	Date
Developed Date (MM,YY)	12,2022
Developed By Name	
Developed by Title	Manager Support Services

